

**TVWD Vision**  
**Delivering the Best**  
**Water ♦ Service ♦ Value**

We believe that everything we do here is aimed at being the best: delivering the best water, providing the best customer service, providing the best value for our ratepayers, maintaining our system in the best way possible, hiring the best employees and more.

**TVWD Mission**  
**To Provide Our Community Quality Water and Customer Service**

This mission statement has been part of District culture for many years and describes specifically what we are here to accomplish.

**TVWD Values**  
**Reliability ♦ Integrity ♦ Stewardship ♦ Excellence ♦ Safety**

***Reliability***      **Do what you say you'll do; be prepared**

- Follow through on commitments to each other and the public
- Be responsible and accountable for what we do
- Be well trained and prepared for everything we can
- Maintain a reliable water system and supply
- Be trustworthy

***Integrity***      **Do what you do the right way**

- At every level of the organization (coworkers, supervisors, managers, supervisees):
  - Behave ethically
  - Treat everyone with respect
  - Cooperate on day to day work and in emergencies
  - Communicate honestly and respectfully, with the intent of making things better
  - Offer support and encouragement
  - Maintain a positive outlook and attitude
- Operate in a professional manner within the organization and with the public

***Stewardship***      **Take care of our resources and customers**

- Operate in a sustainable manner by balancing environmental, societal and economic considerations
- Support the well-being of our customers, staff and community
- Be helpful and cooperative; show commitment to the team

***Excellence***      **Do what you do well**

- Perform at your highest level
- Strive to do your job as efficiently and effectively as possible
- Be open to new concepts and innovations
- Keep your attitude optimistic
- Take advantage of opportunities for self-improvement

***Safety***      **Take care of yourself and others**

- Provide safe drinking water for our customers
- Do your job in a way that protects you and others from harm

Significant District-wide, departmental and employee results and performance measures are tracked and reported to Managers and the Board of Commissioners. District Desired Results and Key Initiatives are incorporated into important District plans such as the water system master and facilities plans, the budget, the capital improvement plan, and the long-term financial plan.

Listed below are the five major results desired by TVWD at an organizational level. These Desired Results stem from the District’s Vision, Mission and Values and summarize what District staff, programs and policies seek to accomplish through our day-to-day activities.

<b>TUALATIN VALLEY WATER DISTRICT DESIRED RESULTS</b>
<b>1. The Water Supply Meets Community Needs and Expectations</b>
<b>2. The Community Is Confident in Our Water, Service and Employees</b>
<b>3. We Are Good Stewards of Our Financial Resources</b>
<b>4. We Are Good Stewards of Natural Resources</b>
<b>5. We Are Good Stewards of Our Own Assets and Resources (People &amp; Physical Assets)</b>

Associated with each Desired Result are District Initiatives that help the organization achieve its vision and mission. These initiatives are over and above the essential day-to-day work already being accomplished.